

RÉSUMÉ

07/1995 – to date

T&CS CANADA INC. (IMMIGRATION CONSULTING SERVICES)

Owner – Certified immigration consultant, Office manager

- Over 400 clients from several countries successfully settled in Canada
- Built substantial Internet presence: corporate web sites (www.tcscanadianc.com, www.nanny-caregiver.com),
- Interacted with government offices around the world
- Studied, interpreted and implemented legislation to support my submissions and appeals
- Designed management system to monitor clients, invoices, payments, and current regulations related to immigration to Canada
- Kept financial records and books
- Maintained my office computer system, including software installation, upgrade and troubleshooting
- Established satellite offices in Slovakia, India, Peru, Mongolia, and Cyprus
- Member of Canadian Society of Immigration Consultants (licensing body)
- Co-Chair of Education Committee of Canadian Association of Professional Immigration Consultants

06/1996 – to date

ROBERT SHAPIRO & ASSOCIATES LTD. (CONSULTING)

Executive assistant (part time)

- Administrative support in preparation of arbitration briefs
- Preparation of weekly and monthly statistical packages (Excel)
- Preparation of statistical and performance reports used as support documentation for legal arbitration briefs (Excel)
- Data collection (internet, scanning, other sources)
- Typing, filing, and electronic records management
- Computer maintenance and troubleshooting

09/1994 to 12/2002

CANADA-CZECH REPUBLIC CHAMBER OF COMMERCE

Office Manager (part time)

- Daily administrative tasks (phone, filing, meeting scheduling, taking minutes, correspondence)
- In charge of membership drive, membership and client database design and maintenance (FileMaker Pro), invoicing, record tracking
- Overseeing volunteer staff (recruiting, training, coordinating)
- Project management and administration – internet research, business development, planning and implementing new marketing strategies
- Desktop publishing – design of promotional materials, brochures, quarterly magazine Gateway (QuarkXpress, Micrografx, PowerPoint)
- Computer support – Installing software, training staff, troubleshooting, updating hardware and software (Windows 95, 98, NT Workstation, Windows 2000)
- Translation and interpreting – Czech, Slovak, German – articles, press releases, correspondence, incoming missions, foreign trade fairs
- Web page design, HTML coding – in English and Czech languages
- Presentations for Czech Tourist Authority (PowerPoint)

1992 to 1994

CZECH AND SLOVAK ASSOCIATION OF CANADA

Administrative Assistant - Settlement Counsellor

- In charge of direct contacts with clients and governmental agencies
- Providing settlement support to new immigrants to Canada - orientation in services, accommodation, job search, school placement, language tutoring
- Computerizing office tasks - installing software, training, troubleshooting
- Preparation of applications for governmental grants
- Research, project development & implementation – women's issues, settlement issues, immigration issues
- Translation and interpreting - Czech, Slovak - government, lawyers, health organizations, immigration offices, schools, etc.

1984 to 1990

HORSE RACETRACK BRATISLAVA, Slovak Republic

Public Relations Manager

- Weekly organization of horse racing meetings – press releases, weekly magazine editing, liaison between the racetrack and public media
- Organization of international meetings – logistics, invitations, documentation, translation, interpreting
- Fundraising – government, private sponsors, weekly activities on the racetrack premises
- Design and publishing of promotional materials, development and implementation of marketing strategies
- Record keeping

1980 - 1984

ALFA PUBLISHING, Bratislava, Slovak Republic

Accountant

- Tangible - intangible fixed assets, depreciation
- Inventory tracking and management, price changes recommendations
- Accounts receivable - accounts payable
- Monthly evaluation and statistics

EDUCATION

1998 - 1999

Seneca College, Certified Immigration Practitioner Program, Diploma

1996

Alliance Francaise - French language course for beginners

1995

University of Toronto, German Literature, Business German

1978 to 1980

Business College - Accounting and Business Management

1971 to 1973

Institute of Translation and Interpreting, Comenius University, major English - German

SOFTWARE

- Windows 95, Windows 98, Windows 2000, Windows XP
- MS Office 97, 2000, 2003 - Word, Excel, PowerPoint, Outlook
- Internet applications, Web page design (HTML), E-mail (MS Outlook, Eudora Pro, Outlook Express)
- Desktop Publishing: QuarkXpress, PageMaker
- Graphic applications: Micrograph Webtricity
- Database design: FileMaker Pro
- Form design: Omniform, Adobe Acrobat (secure electronic forms)
- Internet security – Alarm Zone, Ad-aware, Norton Antivirus
- Accounting – Quicken, QuickBooks Pro, Excel, FileMaker
- File Management – Powerdesk, Explorer, Outlook